

## ***Supplier Portal - Frequently Asked Questions***

**Q. What operating systems are supported by the Supplier Portal system?**

**A.** Microsoft Windows 2000, XP Home edition, XP Professional, Vista, MacOS X and Linux

**Q. What internet browsers are supported by the Supplier Portal system?**

**A.** Microsoft Internet Explorer 6.0 and Up, and Firefox for all the Windows Operating Systems, and Safari for the MACOS X. Firefox is the only browser for Linux which works.

**Q. What is a Web Portal?**

**A.** A web portal presents diverse information in a unified way. In this instance, the Supplier Web Portal will bring together pricing, sales and demographic product information together on a single menu interface.

**Q. What are the features of the supplier web portal**

**A.** The supplier portal functions with multiple operating systems and browsers. Its primary purpose is to provide a means for the supplier to enter in price changes for the upcoming month. In addition, you have the ability to print reports which traditionally had to be obtained at the DLC offices. All the reports will be produced as a PDF document which can then be printed to a local printer, emailed or saved on a local or network hard drive.

**Q. What is the link to the latest Sun java version?**

**A.** <http://www.java.com/en/download/>

**Q. What is the link to the latest version of Adobe PDF Reader**

**A.** <http://www.adobe.com/>

**Q. What are the hours of operation**

**A.** Supplier Portal system is available to process your order anytime except during the scheduled backup times from 5:45 pm to 6:45pm Monday through Friday.

**Q. What can I do when the Supplier Portal system is not available?**

**A.** Supplier Portal System is available to process your order anytime except from 5:45 pm to 6:45pm Monday through Friday. If you experience times when the system is unavailable, please try again later or call the Pricing Specialist at 240-777-1944.

## Troubleshooting

**Q. What do I do when I receive a "cannot connect to host" message?**

**A.** This is probably a firewall issue. Have your network administrator make certain that port 8063 is open on your end. Check the credentials user id/supplier number and password you are using to login to the supplier portal system.

**Q. What do I do when I do not get the Supplier Portal screen?**

**A.** This is probably a java client issue. Check the version of java jre which you are using. It should be 1.6 or higher for Windows and Linux and 1.5 or higher for the MAC OS. You can check the version of java installed on your windows PC by doing the following:

- a. From the Start Menu, Click on Run to open the run prompt
- b. Type cmd and Press OK to open the command prompt window
- c. At the command prompt, type java -version
- d. Press Enter
- e. Compare the version number listed to the recommended version

**Q. What can I do when my printer does not print a report?**

**A.** Make certain that your printer is turned on and is attached to your computer and that your computer recognizes the printer.

**Q. What do I do when the system states "Invalid Account"?**

**A.** This is indicating that you have not entered your correct supplier number. Please check a recent report or call the pricing specialist to verify that you are entering the correct supplier number.

**Q. What do I do when the system states "Call (240) 777-1944"?**

**A.** The system is indicating that you have entered the wrong password. Please check your password before calling.

**Q. I have entered the password I used to login to the website. Why is it not working for the Supplier Portal?**

**A.** The password for the website and the supplier portal are different. Please check to make certain that you are using the password associated with the supplier portal and not the password associated with the website.